

MiScorecard Performance Summary

Business Unit: Education Green $\geq 90\%$ of target
Executive/Director Name: Brian Whiston Yellow $\geq 75\% - 90\%$ of target
Reporting Period: Feb 2018 Red $< 75\%$ of target
Date Approved: 3/28/2018

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
Customer/Constituent								
OPPS-C-2	Positive Customer Interaction	Green		30	81 Feb 2018	96	Monthly	Number of positive internal written communication received. Measured monthly.
OIEI-C-2	Digital/On-Demand Technical Assistance	Green		40	148 Dec 2017	151	Quarterly	Number of virtual meetings/trainings offered by MDE that are delivered digitally or on-demand in place of face-to-face. Measured Quarterly in March, June, September and December.
OPPS-C-3	Call Wait-Time	Yellow		85%	65% Feb 2018	66%	Monthly	Percent of calls answered in 3 minutes or less. Measured monthly.
OCTE-C-3	Early and Middle College	Green		20	137 Jul 2017	117	FY Annually	Number of approved Early/Middle Colleges. MDE approves and provides technical assistance. An increased number of Early/Middle Colleges provides more opportunities for students and aligns with the Governor's Any. All students will need postsecondary education to be qualified for high-demand/high-wage jobs. Measured annually in July.
OIEI-C-5	Technology Readiness	Red		750000	293499 Jan 2018	29349	FY Annually	Number of students with a school-provided, internet-ready device(1:1, defined as In a one-to-one wireless teaching and learning environment, each participating student is provided access to a wireless laptop (or approved alternative computing device) on a direct and continuous basis throughout the school day, and beyond, if possible. Students do not share laptops with other students at the same point in time. NOTE: In January 2015 this metric changed from a percent to a number (target 750,000 for 2015). New data available in July 2015.
Internal Business Process								
OPPS-P-1	Processing Out-of-State Applications	Green		85%	89% Feb 2018	89%	Monthly	Percent of out-of-state teachers, administrators, school counselors, and school psychologist applications processed in 2 weeks or less. Measured monthly.
OIEI-P-3	Charter School Contracts	Green		100%	95% Jul 2017	95%	FY Annually	Percent of charter school contracts reviewed and processed within 15 days of submission and district code is requested. Measured annually in July.
Financial								
SASF-F-4	Deficit Elimination Plans (DEPs)	Green		100%	100% Dec 2017	100%	FY Annually	Percent of DEPs reviewed within 30 days of receipt from districts. Districts must implement and adhere to an approved DEP in order to emerge successfully from a financial deficit situation or will be subject to the State Superintendent withholding state aid or initiating PA 436. Measured annually in December.
OSE-F-1	Application Processing Time	Red		56	20 Jul 2017	57	FY Annually	Number of ISD Federal IDEA Flowthrough Applications responded to following initial submission by July 31 of each year. Measured annually in July.
Learning and Growth								
GG-2	The percentage of champions identified in employee survey	Green		60%	60% May 2017	61%	CY Annually	The percent of champions identified in the statewide survey of state employees measuring employee engagement. Measured annually in May.
OPPS-O-1	Professional Development	Green		90%	100% Dec 2017	100%	FY Annually	Percent of professional development training that meets the professional development plan to provide exceptional customer service and support individual professional growth. Measured annually in December.
OPPS-O-2	Civil Service Classification	Green		100%	100% Dec 2017	90%	FY Annually	Percent of employees who have an annual review of service and performance to maximize professional growth and job potential. Measured annually in December.
MDE-O-2	Employee Turnover	Red		7.0%	9.3% Oct 2017	8.5%	FY Annually	Percent of employee turnover (excludes promotions and transfers). This measures the retention of staff. Measured annually in October.
Financial								
LM-F-1	Michigan eLibrary (MeL) Databases	Green		\$21.80	\$21.63 Sep 2017	\$21.13	FY Annually	Amount of Return on Investment for each dollar spent on MeL Databases. Measured annually in September.
Internal Business Process								
OFS-P-1	LEAs Monitored On-Site	Green		25	57 Feb 2018	28	Quarterly	Number of On-Site monitoring reports sent per quarter. LEAs are subject to on-site monitoring in accordance with an established schedule as modified by a risk analysis. These monitoring visits verify compliance with State and Federal program compliance to use supplementary grant funds to impact student achievement for at-risk students. Measured quarterly in February, May, August, and November.